

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**CORPORATE PERFORMANCE PANEL**

**Minutes from the Meeting of the Corporate Performance Panel held on Wednesday, 11th November, 2020 at 4.30 pm in the Remote Meeting on Zoom and available for the public to view on WestNorfolkBC on You Tube - Zoom and You Tube**

**PRESENT:**

Councillors B Ayres, P Beal, Mrs A Dickinson, C Hudson, H Humphrey, J Moriarty (Chair), S Nash, S Patel (substitute for Councillor C Manning), C Rose, J Rust (substitute for Councillor J Collop) and D Tyler

**Portfolio Holders**

Councillor R Blunt, Development  
Councillor B Long, Leader

**Under Standing Order 34:**

Councillors A Bullen, F Bone, M de Whalley, A Holmes, M Howland, C Joyce, B Lawton, C Morley, Mrs E Nockolds, T Parish, A Ryves and S Squire

**Officers:**

Stuart Ashworth, Assistant Director  
Alexa Baker, Monitoring Officer  
Judith Berry, Careline Community Service Manager  
Becky Box, Assistant Director, Central Services/Management Team Representative  
Sharon Clifton, Communications Manager  
Lorraine Gore, Chief Executive  
Jo Hillard, CIC Manager  
Andrew Howell, ICT Web Team Manager  
Honor Howell, Assistant to the Chief Executive  
Jo Russell, Repairs and Adaptations  
Jo Stanton, Revenues and Benefits Manager

CP168 **WELCOME AND INTRODUCTIONS**

The Chair welcomed Councillor Devereux to his first meeting of the Panel.

The Chair informed the Panel that the meeting was being broadcast live on You Tube.

[Click here to view a recording of the meeting on You Tube](#)

The Democratic Services Officer conducted a roll call to confirm attendees.

CP169 **APPOINTMENT OF VICE CHAIR**

[Click here to view a recording of this item on You Tube](#)

**RESOLVED:** Councillor D Tyler be appointed Vice-Chair for the meeting.

CP170 **APOLOGIES**

Apologies for absence were received from Councillors J Collop and C Manning.

CP171 **MINUTES**

[Click here to view a recording of this item on You Tube](#)

The minutes of the Corporate Performance Panel held on 7 October 2020 were agreed as a correct record.

CP172 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

CP173 **URGENT BUSINESS UNDER STANDING ORDER 7**

There was no urgent business.

CP174 **MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

The following Members were present under Standing Order 34:

Councillor F Bone – Item 14  
Councillor A Bullen – Item 14  
Councillor M de Whalley – Items 10 to 14 and 19 to 20  
Councillor G Hipperson – Item 14  
Councillor A Holmes- Items 10, 11, 12 and 14  
Councillor M Howland – Item 14  
Councillor C Joyce – Items 10 and 14  
Councillor B Lawton – Item 14  
Councillor C Morley – Items 13 and 14  
Councillor Mrs E Nockolds – Item 10  
Councillor T Parish – all items  
Councillor S Squire – Item 14  
Councillor A Ryves = all items

CP175 **CHAIR'S CORRESPONDENCE**

There was no Chair's correspondence.

CP176 **CALL-IN**

There were no call-ins.

CP177 **KNIGHTS HILL PLANNING APPEAL**

[Click here to view a recording of this item on You Tube](#)

The Assistant Director presented the report which provided the Panel with an update and background following the decision in July 2019 of the Secretary of State, to allow the appeal at Knights Hill. The report also set out the costs of the appeal to the Council.

Under Standing Order 34, Councillors M de Whalley, C Joyce, Mrs E Nockolds and T Parish addressed the Panel.

The Assistant Director responded to question/comments in relation to:

- Cost of the Public Inquiry.
- Determination of planning application by the Planning Committee.
- Highway objections
- Level of consistence required by the planning policy and development control aspect of planning.
- Material planning reasons.
- Communication with the community and Parish Councils relating to the Local Plan.
- Infrastructure.

At the invitation of the Chair, the Portfolio Holder for Development addressed the Panel and responded to questions raised in relation to:

- Infrastructure requirements.
- King's Lynn Transport study.
- Future communication.
- Engagement with Parish Councils.
- Requirement to deliver number of houses over the 20 year period

The Portfolio Holder for Development commented that a Key Stakeholder Group for Knights Hill could be set up. The Portfolio Holder for Development agreed to attend the next meeting of the Corporate Performance Panel to provide an update on the Local Plan Task Group Communication Strategy.

The Leader reminded Members of the roles of the Local Plan Task Group and the Planning Committee and highlighted the importance of Members on the Planning Committee attending the training sessions provided.

The Chair thanked the Assistant Director for the report.

**RESOLVED:** 1) The Panel noted the report.

2) The Portfolio Holder for Development attend the next meeting of the Corporate Performance Panel to provide an update on the Local Plan Task Group Communication Strategy.

CP178 **ANNUAL COMMUNICATIONS UPDATE**

[Click here to view a recording of this item on You Tube.](#)

The Panel received the Annual Communications Update. A copy of the presentation is attached to the Minutes.

Members were invited to forward any questions to officers via email.

In response to questions from Councillor Nash regarding Councillor Emails and mobile devices, the ICT Web Manager advised Councillor Nash to contact the ICT Manager direct.

The Leader thanked the Communications Team, CIC and ICT for their excellent work updating the Council's website on a daily basis during challenging times

The Chair thanked officers for an informative presentation.

**RESOLVED:** The Panel noted the annual update and invited officers to present a further update in 2021.

CP179 **COUNCIL TAX SUPPORT SCHEME 2021/2022**

[Click here to view a recording of this item on You Tube.](#)

In presenting the report, the Revenues and Benefits Manager explained that the council must review and agree its 2021/2022 Council Tax Support (CTS) scheme for working age people by March 2021. The Panel was informed that the council must first consult with the major preceptors then publish a draft CTS scheme for public consultation. The draft CTS Scheme was agreed by delegated decision and the public consultation ran from 17 September 2020 to 2 November 2020. It was highlighted that the final CTS Scheme must then be agreed by full Council.

The Revenues and Benefits Manager highlighted the two changes set out at Section 4 of the report.

Under Standing Order 34, Councillors M de Whalley and C Morley addressed the Panel.

The Revenues and Benefits Manager responded to questions in relation to:

- Level of contribution made by residents.
- Protected groups.
- Self-employed people – assumption made that earnings were at least the minimum wage. Council Tax supported was based on earnings.
- Government Council Tax Hardship Fund – the Council has awarded £400,000.
- Process for recovery of debt.
- Potential for more disadvantage sector of the population to be geographically mapped.

In response to a question from Councillor Morley, the Revenues and Benefits Manager explained that when there was an opportunity to do so a thorough review of the scheme was an option for the Council to consider.

The Chair thanked the Revenues and Benefits Manager for attending and presenting the report.

**RESOLVED:** The Panel agreed that the draft CTS Scheme for 2021/2022 which went to public consultation is recommended to Cabinet and Council as the final CTS Scheme for 2021/2022.

CP180 **CORPORATE PERFORMANCE MONITORING – INDICATOR SUITE FOR 2020/21**

[Click here to view a recording of this item on You Tube](#)

The Assistant to the Chief Executive presented the report and explained that the Council's performance management framework had historically included performance monitoring and reporting of performance.

Members were reminded that a Covid-19 Recovery Strategy was agreed by Council on 8 October 2020. The report provided an update on the corporate performance monitoring indicators for the Recovery Strategy for the 2020/21 year.

The Assistant to the Chief Executive explained that indicators had been included to monitor key council services and impacts on borough wide issues. These indicators are linked to the Covid-19 Recovery Strategy

and were grouped under the Corporate Business Plan's priorities. It was highlighted that forecasting and target setting were very challenging given uncertainties relating to Covid-19 and its consequences for the community and economy. Comparative data had been included and were available along with an indication of trend.

It was explained that the Council's response to Covid-19 was being ramped up again as infection rates rise and in response to national measures that were announced on 31 October 2020 and will be in place until early December. Resources may therefore be redirected from recovery to focus on response activities and indicators that were heavily influenced the external factors could deteriorate over coming months.

Under Standing Order 34, Councillor C Morley addressed the Panel.

The Assistant to the Chief Executive responded to questions in relation to:

- Budget and financial figures being included as an indicator to monitor on a quarterly basis.
- Priority 3 - Carbon reduction, air quality and biodiversity be added to performance monitoring indicators.
- Usage of electricity.
- Homelessness. The Assistant to the Chief Executive to seek clarification from the Housing Team and respond direct to the Panel.
- Number of rough sleepers.
- Number of referrals to Lily.
- Major Planning Applications. The Assistant to the Chief Executive to seek clarification from the Housing Team and respond direct to the Panel.
- Time of completion for Disabled Facilities Grants. It was noted that regular updates were presented to the Environment and Community Panel.
- Monthly Budget Monitoring report.
- Occupancy and rent arrears of retail units in the control of the Borough Council.

The Assistant to the Chief Executive explained that meaningful indicators which were not too onerous to collect during the recovery would be presented to the Panel, but took on board the comments made by Councillor Morley.

The Chief Executive explained that it had not been possible during the recent months to produce a monthly budget monitoring report, but undertook to discuss with the Assistant Director – Resources and Assistant to the Chief Executive to incorporate 2-3 high level indicators within future performance monitoring reports.

In response to a question from the Chair, the Assistant to the Chief Executive gave reassurance that the Key Performance Indicators on DFG's and ADAPT would continue to be reported to the Environment and Community Panel.

The Chair thanked the Assistant to the Chief Executive for attending and presenting the report.

**RESOLVED:** The Panel reviewed and noted the Council's performance indicators for the 2020/21 year. Performance against these indicators will be presented to the Corporate Performance Panel via periodic updates.

## CP181 **ADDITIONAL AMENDMENTS TO STANDING ORDERS**

[Click here to view a recording of this item on You Tube](#)

The Monitoring Officer advised that she had nothing further to add to the report which set out the revisions to the Standing Orders within the Borough Council's Constitution, as proposed by Cabinet on 22 September 2020, which were to be submitted to Full Council for approval.

The Chair outlined the reasons why he had asked for this item to be considered by the Panel and provided background information on the work undertaken by Members and officers on the review of the Council's constitution.

The Panel considered and commented on the three draft amended revisions to the Standing Orders as set out in the report,

### Standing Order 33

Under Standing Order 34, Councillor T Parish addressed the Panel.

At the invitation of the Chair, the Leader outlined the rationale as to why Cabinet had proposed the amendment.

The Panel supported the amendments to Standing Order 33.

### Standing Order 29

Councillor Nash proposed that the reference to Council be amended to read "The Full Council or the entirety of the Council". In response, the Monitoring Officer undertook to clarify the definition in the document prior to the Cabinet meeting and make an amendment if required.

Under Standing Order 34, Councillors C Joyce and T Parish addressed the Panel.

At the invitation of the Chair, the Leader outlined the rationale as to why Cabinet had proposed the amendment.

The Panel supported the amendments to Standing Order 29.

Standing Order 11

Under Standing Order 34, Councillors F Bone, C Joyce, T Parish, T Ryves and S Squire addressed the Panel.

At the invitation of the Chair, the Leader outlined the rationale as to why Cabinet had proposed the amendment.

The Chair proposed the following recommendation:

That Cabinet defer the recommendation on Standing Order 11 until the three Group Leaders have had the opportunity to discuss the changes and an agreement reached.

The proposal was seconded by Councillor Rust and after being put to the vote was carried.

The Chair thanked the Monitoring Officer for attending.

**RESOLVED:** 1) The Panel supported the draft amended revisions to Standing Orders 29 and 33.

2) The Panel recommended an amendment to Standing Order 11 as set out below:

That Cabinet defer the recommendation on Standing Order 11 until the three Group Leaders have had the opportunity to discuss the changes and an agreement reached.

CP182 **CABINET FORWARD DECISIONS LIST**

[Click here to view a recording of this item on You Tube](#)

The Panel noted the Cabinet Forward Decisions List.

CP183 **WORK PROGRAMME**

[Click here to view a recording of this item on You Tube](#)

The Panel noted the work programme.

CP184 **DATE OF NEXT MEETING**

[Click here to view a recording of this item on You Tube](#)

The next meeting of the Corporate Performance Panel would take place on 6 January 2021.

CP185 **EXCLUSION OF PRESS AND PUBLIC**

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**RESOLVED:** That under Section 100(A)(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part 1 of Schedule 12A to the Act.

CP186 **EXEMPT CABINET REPORT: CARE AND REPAIR - CONTRACTORS FRAMEWORK FOR AID AND ADAPTATIONS WORK**

The Repairs and Adaptations Manager presented the report and responded to questions and comments from the Panel and Members attending under Standing Order 34.

**RESOLVED:** The Panel recommended that Cabinet approve the signing of framework agreements with the contractors named in the report, subject to the completion of due diligence checks on these businesses.

CP187 **EXEMPT CABINET REPORT: CARELINE ALARM MONITORING CONTRACT**

The Careline Community Service Manager presented the report and responded to questions and comments from the Panel and Members attending under Standing Order 34.

**RESOLVED:** The Panel recommended that Cabinet approved the award of a new contract to the successful contractor from 1 April 2021.

**The meeting closed at 8.32 pm**

# Annual Communications Update

**Sharon Clifton – Communications Manager**

**Jo Hillard – CIC Manager**

**Andrew Howell – Web Team Manager**

Borough Council of  
**King's Lynn &  
West Norfolk**



# Communications Update

**Sharon Clifton – Communications Manager**

Borough Council of  
**King's Lynn &  
West Norfolk**



# Media relations

- We have issued between 3 and 4 releases a week (136 in total)
- We have handled approximately 35 media enquiries each month – up from 18 per month last year.
- Organised briefings, photo calls, launches and campaigns
- Produced video content and live streaming of events.

## Media relations (continued)

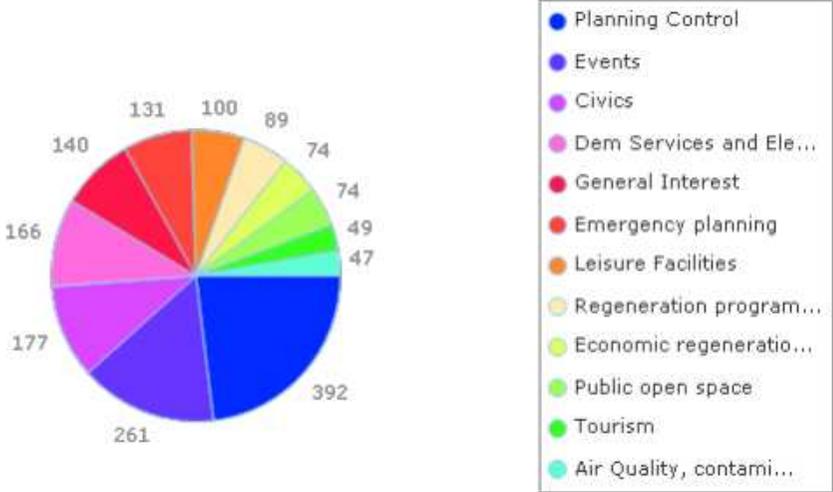
- This activity has resulted in 2085 items of coverage in printed media alone:
  - 83% neutral (up from 73% last year)
  - 7% positive (down from 15% last year)
  - 5% negative (down from 9% last year)
  - 5% uncategorised
- Dem Services (which includes issues with parish council and elections) Air Quality (Climate Change), Planning control, and regeneration make up the majority of negative stories
- Civics, events (virtual), public open space (and waste) and regeneration make up the majority of positive stories.
- The vast majority of content has been in relation to COVID-19 and our response



# Media relations

## Coverage by Category

01/11/2019 - 31/10/2020



1481



# Coronavirus communications

- Introduced & regularly updated the website "Service updates" page

Borough Council of King's Lynn & West Norfolk

My Notifications

Coronavirus (COVID-19) For up to date information about our services and links to useful advice, see our [Coronavirus Advice](#) and [helpdesk on 01463 490 822](#).

Home > People and communities > Emergencies > Coronavirus > Council service updates

### Council service updates - Coronavirus (COVID-19)

The outbreak of the coronavirus (COVID-19) continues to be a rapidly evolving situation. We will keep this page updated with information about council services affected by COVID-19 and answer some of our most frequently asked questions.

Latest service information

- Arboricultural Officer
- Alive West Norfolk leisure facilities
- Bins
- Business assistance
- Community Hubs
- Community Safety and Noise Nuisance
- Council meetings and democratic services
- Council office visits
- Council Tax
- Debt advice
- Crematorium
- Environmental Health
- Events
- Freedom of Information requests
- Grounds maintenance and street cleansing
- Home visits
- Housing Benefit
- Housing
- Licensing
- Lily
- Parking
- Pest control
- Planning
- Report a breach of COVID-19 safety rules
- Property Services
- Test and Trace Support Payment
- Shops, food premises and other venues
- Tourism
- Universal Credit
- Volunteering

Can't find what you're looking for? Browse our A-Z of Council Services

# Coronavirus animations



1483



# Coronavirus infographics

1484

Borough Council of King's Lynn & West Norfolk

## Caring for our West Norfolk communities

Since lockdown on 23 March 2020:

- 40** volunteers supporting our response
- 2,500** extremely vulnerable or vulnerable individuals were identified & personally contacted
- 1,173** Lily referrals for support completed including support for social isolation, loneliness, accessing food, services and wellbeing support
- All rough sleepers have been provided with temporary accommodation since the start of the pandemic
- Throughout April and May, over 1000 free activity club bookings were made for 88 keyworkers' children, supporting 50 families to go to work. All bookings received a free packed lunch.
- Over 1,900** doorstep welfare checks made by volunteers (by week ending 19/6/20). Over 7,000 west Norfolk residents have been contacted by telephone.
- We have donated £10,000** to support King's Lynn Foodbank
- We have delivered over 200** emergency food parcels to residents in need in addition to the Government scheme

Borough Council of King's Lynn & West Norfolk

## Supporting Businesses in West Norfolk

Since lockdown on 23 March 2020:

- Around **96%** of businesses eligible for support have come forward to receive a grant
- We have processed more than **£37.7m** in business grants to over **3,250** businesses
- We have reduced 1,153 business rates bills to **£0** at a cost of **£21.5m**
- 89** Discretionary Grants have been paid, worth more than **£550,000**

Information correct up until 10.7.20

Borough Council of King's Lynn & West Norfolk

## Waste and Recycling in West Norfolk

Since lockdown on 23 March 2020:

- 75,000** green and black bins emptied each week
- 13,500** brown bins have been emptied each week
- 2,300** tonnes of garden waste has been collected for composting in April & May (up 85 tonnes)
- 2500** tonnes of recycling has been collected in green bins in April & May (up 240 tonnes)
- 236** separate collections of bulky items in April and May
- We are not able to resume the separate food collections at this time, in the meantime please hold onto your food caddy.

## Media relations (continued)

- Feature articles have been an effective tool during the Coronavirus pandemic while no events were taking place.
- These supported virtual online events and meant everyone could participate
- We were also able to celebrate the work of volunteers, staff and the community
- The press have been supportive throughout the pandemic



# your local paper

West Norfolk's community newspaper, FREE every Friday

Friday, May 1, 2020

## A colourful dash for cash

Father and daughter team is getting fit for the QEH  
Page 4



## The usual copy of Your Local Paper is inside



## Tulips boost Tapping House

Family business growing support for hospice  
Page 6

# Celebrate Virtual VE Day 75 safely at home

Despite the announcement that all the national VE Day celebrations would be deferred until VJ Day in August, plans are under way in West Norfolk to enable people to celebrate the anniversary of Victory in Europe safely in their own homes on 8 May 2020.

A programme of activities has been put together, adjusting those that would have taken place in the Town Hall and around the town centre, so that people can still enjoy them, without leaving their homes.

Stories of Lynn and the Borough Council of King's Lynn & West Norfolk, working with local organisations including Tru's Yard, Festival Too, King's Lynn Festival, Norfolk Museums Service, the Snee and Chance School of Dance, Major Swing and King's Lynn & District R.A.F.A., have come up with a range of activities that enable people to commemorate and celebrate this historic occasion, within the constraints of the current social distancing guidelines.

Activities online include making table decorations from recycled materials, making paper hats, bunting and flags, looking at 1940's recipes, plate spinning with an ARP Warden's chart, taking a 1940's dance class, and of course having a party in your house or garden. The country will raise a toast or glass at 3pm to mark the moment - both then and now during this current crisis.

Tru's Yard have produced a gallery of archive images from the time, and people can tune into Zoom for a talk about Norfolk airfields.

There will be a video of food historian Kathy Hippenon, cooking the winning 1940's recipe so people can cook along, or pick another recipe to produce for their party.

King's Lynn Festival have provided a film clip of Dame Mira Hess who gave many free lunchtime concerts in Lincoln's National Gallery during the war to keep up morale. One of the most popular pieces she performed was her own transcription of Beethoven's Joy of music skating.

At 7.15pm the Festival Too Chairwoman Mark Standish will be hosting a 2-hour show so that people can keep the party going, leading up to the national singing of We'll Meet Again, following on from an address by HM The Queen at 8pm.

Throughout the day, the Mayor will be making virtual visits to people's homes and there will be a prize for the best decorated house or garden.

Links to videos, galleries, talks, the disco and activities are all available by visiting [storiesoffynn.co.uk/VEDay75](http://storiesoffynn.co.uk/VEDay75) and the Stories of Lynn social media channels @storiesoffynn on Twitter and Facebook. Some links will be added on the day.

The Mayor will invite the winning family for a special tea in the Town Hall when it is safe to do so. Cllr Elizabeth Nookold, Borough Council of King's Lynn & West Norfolk Cabinet Member, said: "As we are thanking our key workers at this present difficult period, it is important for us to remember also our heroes from the past who gave their lives for our country."

"Although we must stay at home and stay safe we can still celebrate this momentous anniversary by taking part in the suggested activities which will help to make it a special day to remember."

"I am delighted that so many community groups and individuals have offered their help with this project, and that the local media KLFM, Lynn News and Your Local Paper and BBC Radio Norfolk have really got behind the project too. The photographs that people share with us will become the archives of the future and it is important, that while we go through these challenging times, we show how we can all still come together."

Ahead of the celebrations, Cllr Geoff Hippenon, the Mayor of the Borough of King's Lynn & West Norfolk, is asking people to invite him to their party. Fill in the online form to request a visit, and he'll join you virtually via Facetime or Whatsapp Video. He is hoping to fit in around 20 visits, those allowing including visiting staff and patients at the QE Hospital at 3pm on Friday, 8 May, when the whole country will be having our heroes post and present.

The idea for this event has come from Rachael Williams the Learning and Engagement Officer at Stories of Lynn and Maj (Ret'd) Gary Walker, Secretary of the King's Lynn & District R.A.F.A., in association with the Mayor of Lynn, the Borough Council of King's Lynn & West Norfolk, Tru's Yard and Norfolk Museums Service.

Maj (Ret'd) Gary Walker MBE TD VR, Secretary of the local Branch of the Royal Air Forces Association, I was keen that we both commemorate and celebrate the 75th anniversary of VE Day and to make it the Borough's Choice Officers last year to discuss and prepare a plan for the borough for VE Day, which would allow everyone to participate.

With the help of Rachael Williams, Learning and Engagement Officer at Stories of Lynn, we produced a comprehensive day of events, all of which have now sadly had to be shelved. However, the people



Cllr Elizabeth Nookold, Borough Council of King's Lynn & West Norfolk Cabinet Member, said: "As we are thanking our key workers at this present difficult period, it is important for us to remember also our heroes from the past who gave their lives for our country."

In 1945 had faced far greater challenges and came through them. We were not going to be dismayed by the current lockdown and have produced a package of virtual VE Day events for all to take part in. I hope everyone will take the time to learn more about the importance of this day and to enjoy the opportunity to both remember and celebrate our heroes of yesterday."

To book the Mayor for your party, simply go to [west-norfolk.gov.uk](http://west-norfolk.gov.uk), search 'In the Mayor', then complete the online form, with details of your party, your contact phone number and whether you have Whatsapp or Facetime. You can also suggest your preferred time, although bookings cannot be guaranteed.

1486

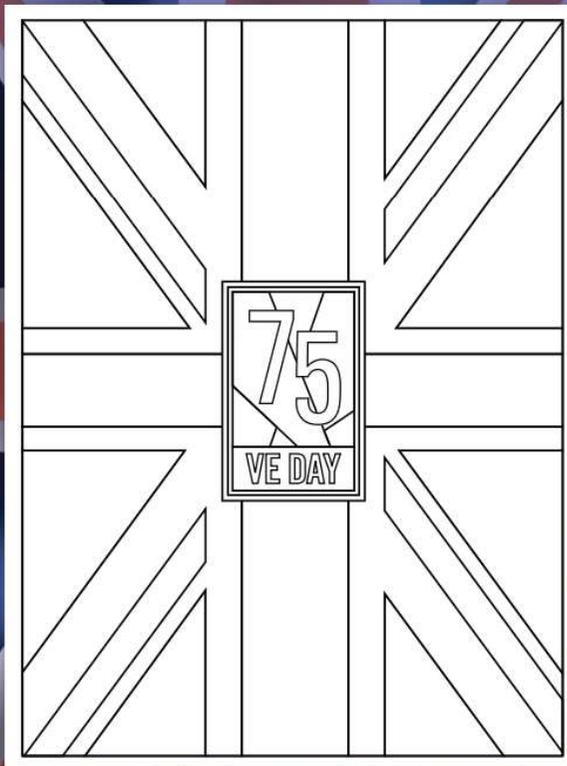
your local paper Friday, May 1, 2020 www.yourlocalpaper.co.uk

Trace the lines and colour in your own VE-Day bunting

Borough Council of King's Lynn & West Norfolk

75 VE DAY

Trace the lines and colour in your own VE-Day Union Jack



1487



# Reflections on VE Day 1945



**Dave Taylor (affectionately known as Dot), a volunteer at Stories of Lynn Museum, remembers the events leading up to and including the VE Day celebrations. Here he talks to Rachael Williams, Learning and Engagement Officer at the museum.**

So, Dot, you were only young when the war came to the end, what do you remember about the mood at that time?

People suddenly seemed more carefree and happier. There was a different atmosphere and people about the town.

Your parents were key people in your life. Do you recall how they helped you to get used to the end of the war?

My father took me to the Lower Gardens and showed me this strange object which he said was a monster war helmet. He kept saying, 'Look at the size of that huge bulb in the middle! He was frustrated when I couldn't recognise what he was showing me!

I remember the light it gave because earlier in the war my father had taken me into the backyard to show me the scars left by trying to pick up German bombers. It's a very young child, you would have experienced your first street party. What do you remember of that?

I was amongst the children from Waterloo Street who were given a celebration street party. Tablecloths were placed down on alley ways from our street leading to the rear of the houses on St John's Terrace.

The tables were covered in both sheets and I think there was probably jelly and a variety of sandwiches containing fish paste, egg (possibly from devilled egg) and some sort of chocolate spread. I know that it was a special occasion but, as a 5-year-old, did not understand its true significance.

Were the street parties mainly for the children?

Young and old alike enjoyed the street parties. There was also an area a children's dance for grown-ups in the Doll Hall (community hall) in Welldeley Street. I remember wandering along and peeping in the door, listening to the music. It was the first time I had seen a man wearing a hat - one of the Portland street residents was a Scot.

The contrast from wartime to the start of peacetime must have been dramatic.

I was not really aware at the time, thank goodness, but looking back, it's difficult to think that only the month before, concentration camps like Bergen Belsen had been liberated. Thousands of people must have been wandering the countryside trying to find their way back to their much-longed-for homelands.

The thought of people coming home must have created a buzz, but what about those who were here in East Anglia throughout the war?

Oh yes, the excitement of the 50,000 American airmen who were stationed in Norfolk with the

possibility of an early return to the USA; they must have changed the atmosphere with anticipation and helped with the VE Day celebrations!

Norfolk had changed a great deal. Between 1942 to 1943, 37 airfields were built in Norfolk. Also, two and half million tons of rubble from the same from the Blitz in London were transported by train to Norfolk to build these airfields.

We are going through a challenging time at the moment across the world. Do you consider there is any similarity between WW2 and the impact of this pandemic?

They are very different circumstances of course, but there is a similarity between the current Coronavirus shutdown and the wartime restrictions.

People are living in fear of their nearest and dearest catching this killer virus just like wartime families were in fear of being bombed or near relatives being killed in action.

Recently, grocery shelves have been temporarily bare. In wartime, even rationed food was scarce and supplies unreliable. Of course, families could look forward to the end of rationing which no-one knows was well-delayed.

There was the constant fear of invasion and many had no knowledge of where their husbands were fighting and whether they would ever return. They did not know when the war would end. The relief at the end of the war cannot be fully understood today.

I understand we had one young evacuee who is now quite famous, delivering in the relative safety of our country borders?

Of the many evacuees brought to Norfolk was a Manservant Mervyn who is better known as Sir Michael Caine. He attended the primary school at North Runcton until 1944 when he passed his '11-plus' examination. He then attended Haverley Down in King's Lynn. Because of the bombing of KES Lynn, where he should have been educated, most known took place at the Technical College which was then in Hospital Walk. He spent the academic year 1944-1945 at the Technical College where it is thought he was taught by the local King's Lynn artist, Walter Deakin.

Was Michael Caine ever in King's Lynn during the night?

Every summer since 1940, Haverley Down School had held their annual sports day on the KES sports field. It was on record that on 2nd May 1943, Maurice Micklewhite won the 100 yards in a time of 13.9 seconds. Not bad for a boy from London who served in Norfolk with tanks!

## Town crier tradition continued

Photo: Paul Hogg

Jeanmar Savage, widow of John Savage, the former King's Lynn Town Crier, will be ringing his bell at 1pm on 8 May. This is to mark VE25 and as a tribute to John, who would have been doing this for King's Lynn on the Town Green.

The last time John rang the bell was on 11 November 2018 to mark the 100th anniversary of the end of WW1, so this occasion holds much significance.

Jeanmar who lives in Hunstanton and has been ringing the bell at 1pm every Thursday, while all her neighbours clap and cheer for our criers.

**75 VIRTUAL VE DAY**

Follow & share #VEDay75W on Facebook, Instagram & Twitter: @yourlocalpaper. Put your name on it and check out the challenges.

Instagram: @yourlocalpaper

### 8-day countdown activities

- 1 May**  
**Ration Book**  
Download your Ration Book or use the copy included inside today's *YourLocalPaper*. Put your name on it and check out the challenges.
- 2 May**  
**Plans Card**  
Download the suggested menu. Have a look at the recipes and choose something that you can prepare for the party.
- 3 May**  
**Make Bunting**  
Use the template to make bunting to decorate your house or garden.
- 4 May**  
**Make a Party Hat**  
Using recycled paper and the online link at [www.wffw.co.uk/VEDay75](http://www.wffw.co.uk/VEDay75) for instructions on how to do it.
- 5 May**  
**Look at the street party leaflet**  
plan how you will arrange your party table.
- 6 May**  
**Flammaris and conversation day**  
Chat to those around you about what they remember and tell their memories of King's Lynn in 1945.
- 7 May**  
**Make Do and Mend**  
Create some old items of clothes and choose your outfit to wear at the party. Listen to the airfields talk by Evelyn Bayne on Zoom.
- 8 May**  
**Plan a table decoration**  
Use your recycled materials you have been collecting and include a Union Jack and a Ration Book if you want.
- 9 May**  
**Plan a spotting chart**  
Download the chart and try for maximum on how to do it.
- 10 May**  
**Hold your party**  
Celebrate and raise a toast for our future - past and present - and photos to the social media channels with the hashtag #VEDay75W.

Borough Council of King's Lynn & West Norfolk



### NATIONAL RATIONING. TRAVELLER'S RATION BOOK R.B.S.

- How to use this book.**
- The coupon must be written in BLOCK LETTERS in the space provided in the reference leaf (leaf 1).
  - Every time you buy any ration food you must hand your ration book to the retailer and he will detach the appropriate coupon. You must not detach coupons yourself. If you do they will be useless.
  - Coupons are used in the way to which they relate cannot be used later.
- Meat meals.**
- Half a meat or bacon coupon may be used to obtain cooked meat or rationed meat or bacon in a hotel, restaurant, or shop etc. The half coupon must be detached from your book by the person serving the meal.
- Cooked Meat.**
- You may purchase cooked rationed meat as cooked meat shops, but only on a certificate of a coupon or half coupon. The coupon or half coupon must be detached from your ration book by the person supplying the meat.
- Spare Coupons.**
- Do nothing with the pages it until told what to do.
- Joining the navy, Army or Air Force.**
- If you join the Navy, Army or Air Force or are supplied with rations by the Government or other authority, return this book to the Food Office at once.
- Leaving Great Britain.**
- If you intend to leave Great Britain for more than four weeks, you must hand this book to an Immigration Officer when you embark. If you are being detained for a short period you must retain it but you must show it to the Immigration Officer on leaving and on your return year by year.
- Penalties for misuse.**
- Any false statement, misuse of this book or breach of these instructions renders you liable to a penalty.

8 **MINISTRY** **Mf** OF FOOD

# RATION BOOK

(GENERAL) 1940-41

Name: \_\_\_\_\_

Initials: \_\_\_\_\_

Address: **Town Hall, King's Lynn**  
(or in Norfolk Court)

(For change of Address)

**VE DAY Special Ration**  
For Use Only On  
Friday 8th May

FOOD OFFICE CODE No. **M**

Ministry of Food  
King's Lynn & West Norfolk

IF FOUND RETURN TO ANY FOOD OFFICE

Serial No. of Ration Book **H 926707**

1	Investigate the VE Day celebrations.
2	Take a family photograph for you to complete. Carry out the activity, cross through it on the grid.
3	Make a design tablecloth for your family. Make a design tablecloth for your family. Make a design tablecloth for your family.
4	Make a design tablecloth for your family. Make a design tablecloth for your family. Make a design tablecloth for your family.
5	Carry out home repairs to those who are in need. Carry out home repairs to those who are in need. Carry out home repairs to those who are in need.
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### WORLD WAR TWO - THE LINE OF MAJOR EVENTS

1	1939-40	Great Britain and France declare war on Germany.
2	1939-40	Germany invades Poland and the Low Countries.
3	1940	Britain evacuates children and the 'Dorset Children'.
4	1940	Germany invades France and the Low Countries.
5	1940	Britain evacuates children and the 'Dorset Children'.
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98	1940	Germany invades France and the Low Countries.
99	1940	Britain evacuates children and the 'Dorset Children'.
100	1940	Germany invades France and the Low Countries.

# your local paper

West Norfolk's community newspaper, FREE every Friday

Friday, August 14, 2020

### Appeal after lake death

Thousands raised for family of 'most gifted young man' Page 3



### The usual copy of Your Local Paper is inside



### Teens jump for joy

Students find out their A-level results Page 2

## VJ Day - 15th August 1945

While VE Day in May 1945 marked the end of the war in Europe, many thousands of Armed Forces personnel were still engaged in bitter fighting in the Far East. Fighting on the Asia-Pacific took place from Hawaii to North East India. Victory over Japan Day (VJ Day) marks the day Japan surrendered, on the 15 August 1945.

On that day, US President, Harry Truman announced that the Japanese government had accepted unconditional surrender.

Two days of holiday were declared in the USA, which had borne the brunt of the 'savage' fighting, although this did not diminish the significant contribution played by the forces of Great Britain, Australia, New Zealand, India and China in the fighting in the jungles of Burma and India China.

In the UK that evening, the new British Prime Minister, Clement Attlee, also announced a two-day holiday saying, "The last of our enemies is dead too."

The following evening King George VI once again addressed The Nation and the Empire in a broadcast from his study at Buckingham Palace.

"Our hearts are full to overflowing, as are your own. Yet there is not one of us who has experienced this terrible war who does not realise that we shall feel its inevitable consequences long after we have all forgotten our rejoicing today."

In Japan, the Emperor Hirohito, who was revered by his people, made his first ever broadcast to his nation referring to the use of "a sun and star bomb" and went on to say "Should we continue to fight, it would not only result in the ultimate collapse and obliteration of the Japanese nation but would lead also to the total extinction of human civilisation."

However, despite the dropping of the two atomic bombs on the Japanese cities of Hiroshima and Nagasaki, it was by no means certain that the country would surrender, as there was still a significant element within both Government and the military who wanted to continue to fight. Indeed, the request to the Japanese government to surrender had first been delivered on 28 July but had been ignored, the opposition to surrender only being thwarted by the unprecedented intervention of the Emperor, who realised the consequences that further fighting would have on the nation and its people.

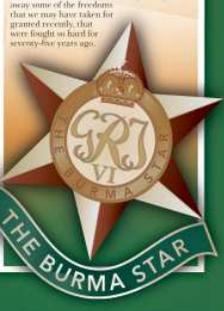
At last, VJ Day was a bit of an anti-climax to VE Day; the war in the Far East had always seemed a long way off and it was no coincidence that the 18<sup>th</sup> Army, which bore the brunt of the fighting on the Indian border and in Burma, was known as 'The Forgotten Army'.

Unlike VE Day, there were not many Prisoners of War (POWs) returning to be welcomed home, as they were taken prisoner by the Japanese and were still to be freed, having spent many years in virtual slavery, they were in an physical condition to immediately return home. There were no fanfares or parades when they came home in drab and drab, mostly by train, stopping off at stations in Norfolk, Suffolk and Cambridgeshire.

Many of those POWs were from the local area because the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> Battalions of the Norfolk Regiment were sent to Singapore as reinforcements at the start of the war against Japan, only to be taken prisoner by the Japanese shortly after arrival.

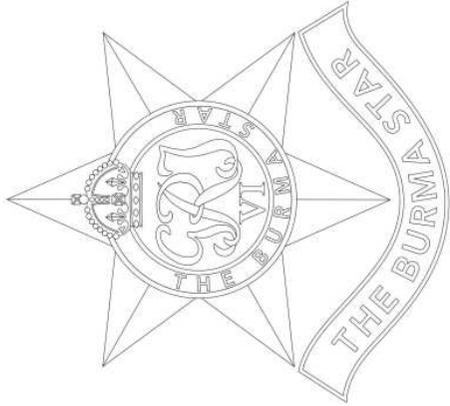


Links to videos, galleries, talks, and activities are available by visiting storiesoffynn.co.uk/Viday and the Stories of Lynn social media channels @storiesoffynn on Twitter and Facebook.



Borough Council of King's Lynn & West Norfolk





Burma Star, coloured by



# HOW TO FOLD AN ORIGAMI CRANE

For 2020, we would like to join in a project initiated by our friends in Theford to celebrate new friendships between Norfolk and Japan, reflecting all our shared hopes for friendship and peace.

We want to hear your wishes for peace. We ask that you write your wish on a square piece of paper and fold it into a crane. You can send it or drop it in to Stories of Lynn, where our "swoop of cranes" will be displayed before being sent to Ancient House Museum, Theford, to be part of their VJ Day installation of, hopefully, 1000 cranes.

- 1 Fold in the dotted lines to meet the center line
- 2 Fold backward
- 3 Flatten
- 4 Turn over
- 5 Fold in half
- 6 Turn over
- 7 Open the pocket
- 8 Turn over
- 9 Fold and flatten the pocket like Fig. 5
- 10 Turn over
- 11 Make cranes
- 12 Lift the corner - spread flat
- 13 Turn over
- 14 Fold and flatten the pocket like Fig. 5
- 15 Pocket fold the head and open the wings
- 16 Pocket fold
- 17 Finish her



## Social Media - Twitter

- Since opening our Twitter account in July 2010 we have gained 7335 followers (up nearly 700 on last year) split evenly between male and female.
- The tweets we have posted in the past 12 months have gained 1.9 million impressions across the year. An increase of 1 million impressions since last year.
- Top tweets are on the next slide.



# Top tweets

1492

 <b>WestNorfolkBC</b> @WestNorfolkBC · Jan 31 We 🎉 @copperfieldfilm. Partly shot in King's Lynn. Thanks for choosing to film here @Aiannucci. Go & see it on the big screen. 🍿 🎬 #FridayFeeling <a href="https://pic.twitter.com/15IEkbpGx7">pic.twitter.com/15IEkbpGx7</a> <small>View Tweet activity</small>	44,653	683	1.5%	Promote
 <b>WestNorfolkBC</b> @WestNorfolkBC · Jun 18 The Mayor of King's Lynn & West Norfolk, Cllr Geoff Hipperson, has a message for @officialKLtown. ❤️💛 <a href="https://pic.twitter.com/sFYSQhQAjd">pic.twitter.com/sFYSQhQAjd</a> <small>View Tweet activity</small>	11,194	594	5.3%	Promote
 <b>WestNorfolkBC</b> @WestNorfolkBC · Jun 24 Kings Lynn Town Hall will be lit up blue and gold this Saturday, 27 June, in the evening to celebrate the promotion of @officialKLtown ❤️💛. The Mayor of King's Lynn & West Norfolk, Cllr Geoff Hipperson, has this message for the club. <a href="https://pic.twitter.com/Ta7lhqvMJq">pic.twitter.com/Ta7lhqvMJq</a> <small>View Tweet activity</small>	10,812	513	4.7%	Promote
 <b>WestNorfolkBC</b> @WestNorfolkBC · Jun 28 Last night King's Lynn Town Hall was lit up blue and gold to celebrate the promotion of @officialKLtown. Congratulations to the National League North champions. We look forward to seeing you in the National League next season. <a href="https://pic.twitter.com/PPutLBalqW">pic.twitter.com/PPutLBalqW</a> <small>View Tweet activity</small>	10,594	398	3.8%	Promote
 <b>WestNorfolkBC</b> @WestNorfolkBC · Sep 23 From tomorrow (24 Sept) you will be able to download the @NHSCovid19app and use it to easily check into hospitality, leisure and close contact venues. 🍷 <a href="https://youtu.be/fp0kHcr_Pi4">youtu.be/fp0kHcr_Pi4</a> <small>View Tweet activity</small>	5,223	106	2.0%	Promote

## Social media - Facebook

- Created Borough Council News and Events Facebook page in June 2017
- We now have 4381 likes (up 1767 on last year) and 4887 followers (up 2273 on last year)
- 74% of our followers are women
- The most engaged followers are aged between 35-54 years old. More than half of our followers live in King's Lynn. The next top towns are Wisbech, Downham Market, Hunstanton, Spalding, Heacham, Thetford, Dersingham, Norwich & Peterborough



## Social media – video content

- The number of people engaging with video and live streams has massively increased and is expected to rise even more in 2021.
- Video content frequently generates more engagement, especially as people watch content on their mobile devices.
- We have been experimenting with increased video content since June 2019 on all social media channels, the news pages of the borough council website and Internal Affairs.
- This year 35,400 minutes of our video content has been viewed via Facebook – an increase of 22.3% on last year. We will continue to introduce more video in 2021.



# Social media – Facebook: most viewed videos

1495

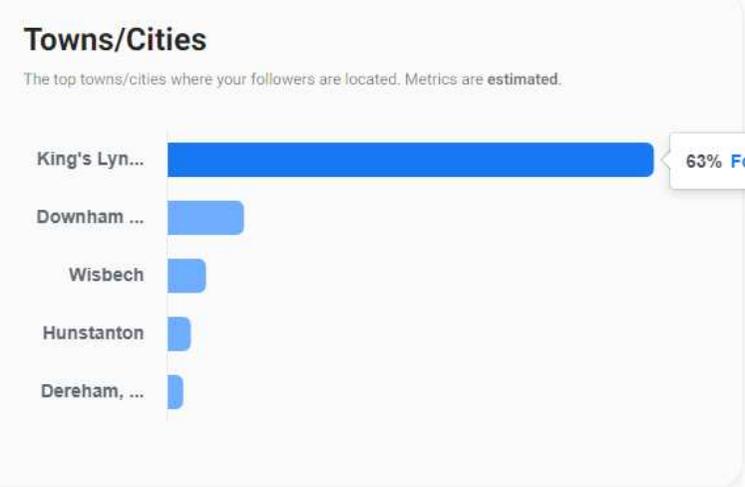
Video	Date added	Minutes viewed
 When the teams that empty your bins,...	23/04/2020 19:51	3.7K
 Applying and wearing a face...	20/07/2020 14:19	1.7K
 Commemoration of the 80th...	14/09/2020 10:44	1.6K
 Mayor's message for the Linnets	18/06/2020 13:33	1.4K
 VJ Ceremony in Tower Gardens, King...	15/08/2020 10:47	1.1K
 Once again west Norfolk has turned o...	30/04/2020 20:14	1.1K
 Lots of people in King's Lynn again...	16/06/2020 12:29	859
 Message from Cllr Dark	10/04/2020 21:53	808
 Toast to Norfolk Day 2020 from the...	27/07/2020 13:30	739

 Shop safe & with confidence in West...	15/06/2020 15:06	739
 Wash hands & Cover face --> Mak...	11/09/2020 15:38	670
 Face covering guidance	20/07/2020 09:06	637
 Good to see the return of the ferry...	01/09/2020 13:29	574
 West Lynn ferry is blessed on...	03/09/2020 12:59	494
 Coronavirus - Please stay at home,...	01/04/2020 14:39	461
 Waste left outside recycling banks,...	21/04/2020 14:36	452
 Retailers are ready to welcome you...	12/06/2020 14:24	436
 West Norfolk is ready to welcome you...	07/07/2020 07:46	427
 We're proud to be displaying the King's...	21/08/2020 16:13	411

# Social media - Instagram

The borough council Instagram account went live in May 2019 and currently has 952 followers & we have posted 68 times.

1496



# Summary

- Communications have focussed on two key areas this year – Future High Streets/Towns Deal and COVID-19
- We have reinstated weekly staff updates and weekly updates to councillors and parish councils at peak points of the pandemic
- We have seen the Mayor carry out his duties virtually
- Events that have been closed have been live streamed – the latest – Remembrance Sunday - had over 5,000 viewers at the time and a further 20,000 views since
- The next few months will be focussed entirely on COVID-19 to encourage people to play their part in following the rules to ensure we come out of lockdown in the best position we can be and to ensure those that need assistance know how to access it.



# Council Information Centre

**Jo Hillard – CIC Manager**

Borough Council of  
**King's Lynn &  
West Norfolk**



# Overview of the Council Information Centre

- The CIC deals with customer enquiries through the call centre, reception, online forms and web chat.
- Increased demand in enquiries, especially since the start of COVID-19
- Introduction of the Community Hub
- Digital services have played an important part

# CLC's response to COVID-19

- Providing support and advice to customers and businesses during lockdown
- Changes in processes and legislation daily
- Dealing with enquiries from vulnerable customers during the current national restrictions
- Providing support and advice to businesses affected by the current national restrictions

# Community Hub

- Implemented a second call centre
- Re-deployed staff to assist with enquiries from vulnerable customers
- 2,759 inbound calls received
- Assisted with shielding outbound calls and NCC referrals
- Outbound calls made to potentially vulnerable customers



## Digital services

- Web chats up by 50% on the same period in 2019/20
- 88% of web chats prevented a call to the CIC
- 25% increase in MyAccount take up
- Work closely with the Corporate Web Team and Communications on website and social media updates
- Online forms played a big part

## Future developments

- Further online form integration with iDox Uniform
- Joint waste contract
- Integrating web chat into the MITEL queues
- Increasing take-up of web chat
- Re-opening of the reception at Kings Court



# Corporate Web Team Update

**Andrew Howell – ICT Web Team Manager**

Borough Council of  
**King's Lynn &  
West Norfolk**



# Overview of the Web Team

- We manage the Council's digital estate
- Increased demand for digital services, especially since the start of COVID-19
- Over 1 million website visits and 3.5 million page views in 2019/20
- Website visits up by 34% on the same period in 2019/20
- Previous investment in mature and stable digital platform has proven invaluable



# New developments

- Priority has been on work to support our response to COVID-19
- Built service status and business information dashboards
- New online services for:
  - Business Rates grant claim forms
  - Tourism grant claim form
  - Building of eligibility checkers
  - Ordering extra red tags
  - Taxi driver medical checks

## Council service updates - Coronavirus (COVID-19)

The outbreak of the coronavirus (COVID-19) continues to be a rapidly evolving situation.

We will keep this page updated with information about council services affected by COVID-19 and answer some of our most frequently asked questions.

### Latest service information

Arboricultural Officer	▼
Alive West Norfolk leisure facilities	▼
Bins	▼
Business assistance	▼
Community Hubs	▼
Community Safety and Noise Nuisance	▼
Council meetings and democratic services	▼
Council office visits	▼
Council Tax	▼
Debt advice	▼
Crematorium	▼
Environmental Health	▼
Events	▼

### Health advice

Visit the NHS and PHE website for the latest guidance on COVID-19:

- NHS guidance
- Public Health England

### Assistance for businesses

Find out more about assistance and guidance available for employees, employers and businesses affected by COVID-19:

- GOV.UK guidance

### Norfolk County Council

Find out the latest from Norfolk County Council:

- NCC coronavirus updates

### Social media updates

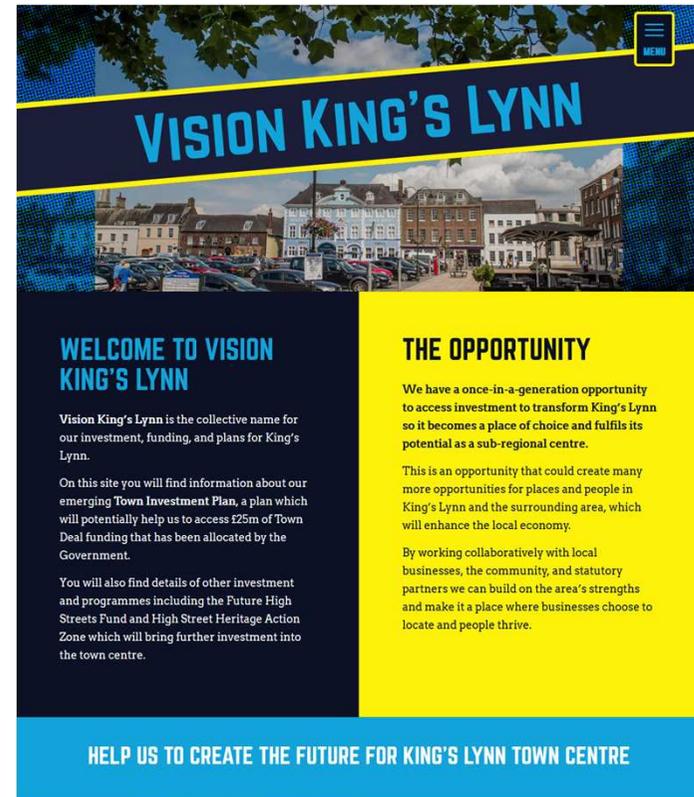
Stay updated by following our Twitter and Facebook accounts:

- Twitter
- Facebook



# New developments

- New website for Vision King's Lynn
- New website for Norfolk Resilience Forum (turned round in 3 days)
- VE & VJ day event pages for Stories of Lynn
- Working on new websites for Careline, Sail the Wash and KLIC



# Website accessibility

- Legislation came into force in September 2020 around website accessibility:

- ✓ Ensure equal access for all
- ✓ Improves usability for all
- ✓ Meet our legal obligations

25 <sup>th</sup>	-	North Warwickshire Borough Council	94	-	
26 <sup>th</sup>	▲ 13	Worcestershire County Council	94	+1.8	
27 <sup>th</sup>	▲ 71	Derbyshire County Council	94	+5.6	
	▲ 2	King's Lynn & West Norfolk Borough Council	94	+0.7	
	-	Lincolnshire County Council	94	-	
	▲ 130	Tunbridge Wells Borough Council	94	+9.3	

- Currently ranked in the top 30 councils (equal 27<sup>th</sup>) in the UK for website accessibility according to the Silktide Index.
- Highest ranked Norfolk authority

## Future developments

- Further integration work with back office systems (iDox and Whitespace)
- Investigate the use of new technologies to bring about further efficiencies and savings
- New corporate intranet
- Plain English Crystal Mark
- Improving PDF accessibility



**Thank you – Any questions?**

1510

Borough Council of  
**King's Lynn &  
West Norfolk**

